



## Job Description

### Family Support Worker

**Hours per week:** 37 hours (5 days over 7 between 8am – 10pm)

**Contract type:** Permanent

**Location:** Aberdeen

**Reports to:** Team Manager

**Line Management Responsibility:** No

**Financial Accountability:** Low

### Job Summary

A Family Support Worker will deliver intervention to young people within the Targeted Family Support Team in Aberdeen. The Family Support Worker will be responsible for the work with young people and their families to develop and deliver the support plan to address presenting and underlying behaviours and need. They will work with young people in their communities, see them as frequently as their need requires in a variety of settings most comfortable for them including their homes and appropriate community spaces. This will involve evening and weekend working on a rostered basis.

They will be responsible for and respond to individualised needs identified in the support plan to improve outcomes in line with GIRFEC principles and includem's model of support.

The Youth & Family Support Worker will demonstrate leadership and ownership over effective service delivery to young people and families.

### Key Responsibilities

The key responsibilities of the Family Support Worker include, but are not limited to:

#### Service Delivery

- To build relationships and deliver outcome-based support to young people and families, involving all key stakeholders.
- Identification and recording of support needs in partnership with the young person and their family/carer.
- To be available for young people and families at critical times, including the possible response to calls to includem's helpline.



- To explore values and attitudes with young people and their families in a supportive manner, to affirm feelings and ideas, and nurture and confirm their learning.
- To engage young people and families in 1-1 support in their community.
- To develop and deliver groupwork activities to meet assessed need.
- To broker in specialist services to address identified needs such as addiction or domestic abuse.
- To work in daily partnership with existing community resources, organisations and supports to sustain positive change within families and identify appropriate move on strategies.
- Actively help young people and families recognise progress and use this assessment to inform the wider contract management of case progression.
- Ability to assess and respond appropriately to situations where young people/families may be at risk of harm. This may involve escalation and referral to more appropriate services.
- To respond to the young people and families and generate solutions using professional judgement and decision making which is risk enabled.
- Assist the young people and their family to understand the impact of their behaviour within their wider community using appropriate tools including the Scottish Government Place Standard Tool.
- To co-produce with the young person a sustainability plan that reflects their learning and wider community supports to support them moving on from includem support.
- Promotion of includem's Helpline as part of meeting young people and family's needs 24/7, 365 day a year.

### **People**

- To understand the impact of childhood trauma and adverse experiences on the young person and family's behaviour, coping mechanisms and functioning.
- To understand the different coping mechanisms that young people and their families use to deal with stress and high emotions, and to respond appropriately.
- To demonstrate professional resilience when providing support with sensitive or challenging issues.
- To use a strengths-based approach to empower individuals facing adversity to find solutions and make positive changes, ensuring resources are in place to sustain these changes.
- To establish mutually trusting, open and non-judgemental relationship with young people and their families.
- To participate in collaborative team work to provide a 'scaffolding of support' around individual young people and families.
- To develop strong partnerships with the wider stakeholders to support the delivery of includem services.

### **Influence**

- To ensure young people and families are empowered to advocate on their own behalf with other agencies.
- To support young people and families to effectively communicate with others.
- To reflect on practice, share learning and promote continuous practice improvement within a team setting.
- To articulate to service users and partner agencies the includem framework of intervention and the key aspects of the service delivery model including use of the includem practitioner's toolkit (A Better Life).
- To role model appropriate practice standards and professional boundaries to others.



- Establish and maintain high quality relationships with referrers and partner agencies to ensure the right young people get the right help at the right time and that their progress is recognised.
- Identification of service gaps in the area and using strategies to influence community planning.
- Promote the project within the area to ensure the service is used to full capacity.
- Demonstrate understanding of your impact on people and how they might see you.

### **Resources**

- As a lead worker participate in planning and deployment to ensure time is used effectively to meet the needs of young people and families 24/7, 365 days per year, with the support of includem's helpline.
- To record the required information that will evidence progress against project outcomes and the ongoing evaluation process.
- To maintain and produce accurate and timely records and reports.
- To ensure support is delivered in line with includem's Policies Procedures, SSSC Codes of Practice & National Guidelines.

### **Quality Assurance**

- To be accountable for the quality of your work and be able to evidence this work effectively.
- To actively participate in formal supervision and continuous professional development.
- To generate creative and new solutions to issues faced by young people and families.



Person Specification

Category	Essential Job Requirements	Desirable Job Requirements	Method of Assessment
<b>Technical Skills, Knowledge, and Experience</b>	<ul style="list-style-type: none"> <li>• Experience of effectively engaging vulnerable young people and families who are likely to have faced challenging life circumstances</li> <li>• Experience of developing and maintaining effective partnership relationships across the organisational sectors.</li> <li>• Ability to recognise situations in which people are in crisis or at risk and able to use a strengths-based approach to deliver appropriate interventions.</li> <li>• Demonstrate an awareness and ability to respond appropriately to the impact of childhood trauma and adverse experiences on young people and families behaviour, coping mechanisms and functioning.</li> <li>• Ability to respond flexibly to changing situations led by the needs of young people and families.</li> <li>• Excellent organisational and planning skills.</li> <li>• Effective team player who is also confident working independently.</li> </ul>		<p>Application process</p> <p>Group stage interview</p> <p>Individual interview</p>



	<ul style="list-style-type: none"> <li>• Self-motivated and flexible.</li> <li>• Ability to routinely evidence practice, particularly for evaluation purposes.</li> <li>• Reliability and commitment to deliver the relationship-based model of intervention.</li> </ul>		
<b>Education / Qualifications</b>	<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ 2 &amp; 3 in Social Care (will have to work towards if not already obtained).</li> </ul>	Application process Group stage interview Individual interview
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• UK driving licence</li> <li>• Access to a car for work purposes</li> </ul>		Application process Group stage interview Individual interview

**Acknowledgement:**

This job description is an overview of the duties, responsibilities, and requirements of the position. You may be required to perform other duties throughout your employment at the reasonable request of your line manager.

I acknowledge that I have read and understood the job requirements, responsibilities, and expectations outlined in the job description.

Employee Name		Employee Signature		Date	
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Line Manager Name		Line Manager Signature		Date	
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